

Enterprise Partner Case Study



CA Provides a Comprehensive Solution for Planning and Effecting Easy Migrating to Windows Vista™

Overview

Country or Region: United States

Industry: IT services

Partner Profile

Based in New York State, CA is a global IT management software company that serves customers in more than 140 countries. CA provides products and services that help simplify the management of enterprisewide IT.

Business Situation

Enterprises need a strategy for managing change in the IT environment. Labor costs, risks to productivity and data, and concerns with application compatibility can slow the adoption of new technology.

Solution

Companies can implement the Business Desktop Deployment plus (BDD+) solution by CA. Automated, managed deployment will reduce cost and risk and provide a smooth transition to Windows Vista™.

Benefits

- Reduce deployment costs
- Minimize business risk
- Ensure continuous productivity

Product Solution Items

- Microsoft® Systems Management Server 2003
- Windows Vista™

“By reducing the overall cost needed to implement Windows Vista, our automated solutions remove the barriers to adopting this new technology and enable organizations to realize all the benefits it has to offer.”

Allan Andersen, Vice President, Product Management, Desktop and Server Management and IT Asset Management Solutions, CA

Many companies overlook the important alignment of technology adoption with strategic business needs. To achieve the greatest return on investment (ROI), companies must realize the full value of their technology assets. However, many enterprises focus more on the risks and benefits of acquiring new technology than they do on planning its implementation. The results can be costly deployment and a poor ROI. In contrast, companies that implement new technology such as Windows Vista™ benefit by adopting the Business Desktop Deployment plus (BDD+) solution delivered by the IT management software company, CA™. This company offers products that automate the entire implementation process, from project planning through deployment. The BDD+ solution minimizes risk and improves IT productivity, helping businesses take full advantage of Windows Vista and show a greater ROI.

Situation

Serving customers in more than 140 countries, CA offers products and services that help unify and simplify the management of enterprisewide IT infrastructure. Founded in 1976, the company has observed over the years the increasing dependence between business growth and the IT infrastructure that supports it.

Technology and marketplaces can change rapidly, leaving enterprises with little time to adjust. Companies sometimes take a reactive approach to implementing new IT technologies. Deployment is often an improvised rather than a planned process, which causes increased labor costs, lost user productivity, and potential risks to data security.

Moreover, as enterprises are facing increasing pressure to reduce labor costs through a smaller workforce, a new but poorly implemented technology strains resources even further. An IT investment that is not compatible with existing applications is both difficult and costly to manage. IT professionals are required to spend more time managing the IT environment, which can potentially offset the projected gains of the migration. To realize the full benefit of their technology assets, organizations need a comprehensive, automated solution for managing changes in the IT environment.

Solution

CA managers knew that many of its customers would be early adopters of the Windows Vista operating system (OS). In fact, some customers anticipated deploying the OS within three months after launch. CA wanted to take advantage of new features in Windows Vista such as advanced imaging technology and applications compatibility testing to reduce deployment costs and business risks for its customers. The company adopted Microsoft® BDD standards for its own product, BDD+, a family of solutions capable of managing the entire implementation process. Using a defined set of practices, BDD+ and Windows Vista will give customers increased benefits, confidence in the deployment process, and a smooth integration experience.

Together, Windows Vista and BDD+ can help customers improve ROI through a seamless implementation process and

sustained post-deployment savings. BDD+ offers customers the advantages of automated software and hardware inventory tracking, verification of application compatibility, creation and management of images, deployment of supplemental applications, migration of the users' individual profiles and information, and the management, servicing, and reporting of the entire automated process.

Early adoption of Windows Vista will give customers the benefits of an advanced security model, improved reliability, and an OS that is easy to deploy, manage, and support. For example, the new imaging technology available in Windows Vista will offer CA's customers significant improvements to the deployment process. "When I have spoken with multinational customers, the single biggest reason they mention as an incentive for transitioning to Windows Vista is the multilanguage support in image management and deployment," explains Allan Andersen, vice president of product management, desktop and server management, and IT asset management solutions. "Our customers realize they won't have to deal with hundreds of different images across as many countries. We have customers that have up to 2,500 different images that they maintain; this is completely unsustainable, and they know that, but they don't see a way out. The way out is Windows Vista."

Reducing image complexity will help customers reach their goals of achieving an optimized IT environment and will extend cost savings beyond the deployment process. Andersen says, "If you look at the challenges of managing many different images, you will see that the patching process is more difficult, and the ongoing support cost is greater because the IT environment is not standardized. These issues all fit into the equation of why it is beneficial to move to Windows Vista."

Once a project plan is in place, CA will help inventory and update the IT infrastructure to ensure optimum support for the new OS. Products such as CA Unicenter® Asset Management with Microsoft Systems Management Server 2003 identify hardware and software assets so that they can be upgraded or replaced as necessary. Enterprise customers can then draw on the

gathered data to begin testing applications for compatibility to reduce business risk with the Applications Compatibility Toolkit, a feature supported by Windows Vista. CA can take advantage of this feature to identify applications that will need compatibility enhancements. In addition, by using the Windows Vista feature Virtual PC Express, customers can simultaneously run two operating systems on one computer through a virtual machine. This feature will allow customers to continue to run mission-critical applications that might work well with older operating systems. As a result, migration can continue as planned, and the continuity of day-to-day business activities can be ensured.

After software has been updated and compatibility issues have been resolved, core applications can be placed on the Windows Vista image for automated testing and deployment by Unicenter Software Delivery. BDD+ also supports user productivity through the smooth migration of individual files and settings from each computing device to the Windows Vista desktop. Familiar files and productivity tools will be available from the very first sign-in connection, and users will enjoy an uninterrupted workflow that is enhanced by the performance benefits of the new OS. Dan Woolley, director of strategic alliances, explains, "Our customers will want to get their employees onto Windows Vista and productive as soon as possible with a minimum of help desk calls. What we offer is the ability to make a seamless transition."

The CA deployment and supporting features of Windows Vista offer customers a smooth desktop migration experience and can also strengthen desktop management and security in the postdeployment environment. Enhancements to Microsoft Windows components such as Group Policy and Task Manager will give customers granular control over policies for critical areas such as wireless networks and USB and power settings. Additional control and security will be available through User Account Control (UAC), a Windows Vista feature that allows organizations to deploy a more manageable desktop featuring innovative security technologies in which administrators can run as standard users and still perform administrative tasks. As a result, UAC helps protect corporate resources from attack by malware during the transition. After

deployment, users can continue to make authorized setting changes without requiring administrator credentials, further minimizing the risk of attack or potentially damaging changes to network settings.

Benefits

By using BDD+, and by taking advantage of supported Windows Vista imaging technology and features that ensure application readiness and strengthened security, companies will be able to migrate to the new OS with confidence. With a sound project plan and managed, automated deployment, enterprises will reduce implementation time and help to ensure the continuity of daily business and IT operations. Diagnostic and user assistance tools in Windows Vista will help reduce the costs of help desk support. In addition, the post-deployment IT environment will be enhanced through comprehensive desktop management tools—better image management and automated reporting and auditing features mean increased standardization. With an early adoption of Windows Vista, companies may see better ROI and faster benefits.

Reduced Deployment Costs

Upgrades, labor, and ongoing maintenance costs can offset the benefits of updating a company's IT infrastructure. However, by taking advantage of Windows Vista features that help reduce deployment cost and complexity, supplemented by BDD+ methodology and the automated deployment and management tools from CA, businesses can reduce costs and take advantage of new technology more quickly.

Windows Vista technology and the automated solutions offered by CA help save time and improve the productivity of IT staff. The Windows Imaging (WIM) file format allows companies to use a single OS image for different types of hardware with different language requirements. In addition, BDD+ helps ensure that Windows Vista integrates smoothly into the existing technology environment, reducing post-deployment maintenance costs. Andersen says, "By reducing the overall cost and resources needed to implement Windows Vista, our automated solutions and Windows Vista features that simplify deployment help remove the barriers of adopting this new technology and enable organizations to

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For more information about CA Corporation products and services, call (800) 225-5224, or visit the Web site at: www.ca.com

realize all the benefits Windows Vista has to offer.”

Minimized Business Risk

BDD+ and Windows Vista help companies develop a managed deployment process and mitigate business risk. With BDD+ and Windows Vista features such as advanced imaging technology and UAC, enterprises can initiate the Windows Vista deployment with a controlled IT infrastructure and predictable, repeatable results. Continued stability and control can be ensured by taking advantage of features such as advanced group policy settings and new diagnostic and remote-assistance tools. With enhanced data protection and sophisticated auditing tools to help improve corporate compliance, Windows Vista also helps to provide a security-enhanced OS environment.

“With CA’s BDD+ solution, our customers can cost-effectively plan, manage, and support the deployment of Windows Vista,” says Andersen. “CA technology solutions work together to simplify Windows Vista deployments through automation of processes, rigorous attention to infrastructure security, and a clear focus on business continuity and reduced support cost.”

Ensured Continuous Productivity

BDD+ and the application compatibility testing and comprehensive desktop management tools of Windows Vista minimize disruption during migration and enable IT personnel and users to focus on their normal line-of-business activities. Effective planning, testing, automated deployment, and “simplified management and service delivery allow IT staff to concentrate on those critical tasks that drive business success—whether it is doubling revenues, increasing customer satisfaction, reducing time to market, or whatever may be the desired business result,” says Woolley. In addition, the smooth migration and transfer of each user’s files and settings to the new OS will ensure continuous productivity and readiness to take immediate advantage of the features of Windows Vista.

Microsoft Windows Vista

Windows Vista can help your organization use information technology to gain a competitive advantage in today’s new world of work. Your people will be able to find and use information more effectively. You will be able to support your mobile work force with better access to shared data and collaboration tools. And your IT staff will have better tools and technologies to enhance corporate IT security, data protection, and more efficient deployment and management.

For more information about Windows Vista, go to: www.microsoft.com/windowsvista/